



Disaster Healthcare Volunteers DHV journal



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WINTER, 2014

We're in this
together



Hospital Disaster Preparedness Conference 2013



Patrick Lynch

Manager's Message

Patrick Lynch, RN
Manager, Response Personnel Unit

Happy New Year! I hope that this new year is starting off with happy expectations for good things to come. The year that just ended certainly had its moments. As I look at the year that passed, I would like to note several accomplishments for the Response Personnel Unit and the Disaster Medical Services Division here at the Emergency Medical Services Authority, (EMSA).

This past year saw us coordinate and conduct a four state tabletop exercise for the deployment of volunteer healthcare professionals across state lines. The tabletop included the ESAR-VHP State



Sheila Martin

MRC Corner

Sheila Martin

California Medical Reserve Corps Coordinator

I hope you had a very Happy Holiday Season and wish all of you a productive and prosperous New Year. I thought I would give you a brief overview of our state's Medical Reserve Corps for the past year. Currently, California has 44 MRC teams, 42 participate in the DHV Program to manage their team members. There are over 8,100 MRC members registered in the DHV System. Last year, over 184 messages were sent out to MRC team members by their MRC Coordinators through DHV. Many of these messages were related to the 33 real world events that the MRCs participated in for their communities. These

real world events included: vaccination clinics; kidney screenings; health screenings; epidemiology studies; Hands Only CPR training to the public; stroke education; POD clinic; shelter support and rabies education.

As you can see, the MRCs in California are viable resources in their communities to assist with public health clinics, education, and epidemiology; and for providing medical support during disasters. Our MRC teams have come a long way since the beginning of MRCs in 2002. I am proud of each team's accomplishments. Although funding has been limited through the years, EMSA has provided opportunities to numerous MRC units to participate in EMSA-sponsored full-scale exercises. The latest exercise took place in August, 2013 at Moffett Field in Mountain View, CA. We had 11 of 17 invited MRCs participate in this 2 ½ day Alternate Care Site Training and Exercise which included training with the California National Guard and the Specialized CALMATs.

I look forward to working with all of you in the coming year. Please remember your dedication to the goals of the Medical Reserve Corps and the well-being of your communities is greatly appreciated by all.

Sheila Martin

California Statewide MRC Coordinator

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EMSA CAL-MAT Program

California Medical Assistance Teams (CAL-MATs) are state-coordinated teams modeled after federal Disaster Medical Assistance Teams, (DMATs), and designed to rapidly respond to catastrophic medical disaster and other events throughout the state. CAL-MAT missions and team structure range from 5+ person Medical Response Units to 40+ member multi-professional teams. Missions may include patient evacuation, replacement/augmentation of staff of impacted hospitals, staffing for the medically fragile, wild land fire medical units, medical care in shelters, medical response teams, etc.

CAL-MAT is currently organized as two Divisions, each intended to have 4 Units. Northern Division: Sacramento Valley, San Francisco Bay Area, Redding, Central Valley. Southern Division: Los Angeles, San Diego/Imperial, Orange County, and Riverside/San Bernardino. When deployed, CAL-MAT Units may be formed from available personnel across one or more units. All members of CAL-MAT must register in the DHV system.

Upon activation, CAL-MAT members become “Emergency State Hires” and receive a salary equivalent to a State employee in their respective or similar profession or discipline. During a deployment and as an Emergency State Hire, the responding members will have State coverage for liability, malpractice and Worker’s Compensation like other State employees.

Persons interested in CAL-MAT can contact the EMS Authority, Attention Michael Frenn, at 916.431.3681, or mfrenn@emsa.ca.gov.



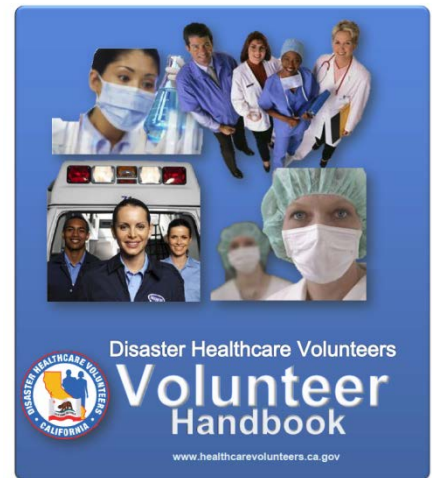
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New! DHV Volunteer Handbook

It is our pleasure to announce that EMSA has published the “Disaster Healthcare Volunteers (DHV) Volunteer Handbook.” EMSA distributed the DHV Handbook to all registered responders in the Disaster Healthcare Volunteers (DHV) Program. This wonderful tool will be very informative and useful to all DHV responders. It provides basic DHV Program Information, operational Information, guidelines / policies, volunteer rights and responsibilities, etc. This Handbook is made at a State level and is specific to DHV. This will not replace any volunteer handbooks which exist at the County or MRC Unit Level.

Here is a link to the DHV Volunteer Handbook:

http://www.emsa.ca.gov/Media/Default/PDF/DHV_Volunteer_Handbook_2014_1.pdf



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EMSA is Conducting DHV/MRC Surveys

The Emergency Medical Services Authority (EMSA) is conducting surveys of all DHV/MRC System Administrators and all registered responders. We have developed a Survey Monkey tool to gather information from you concerning training for response. The survey is anonymous and confidential. EMSA will share the aggregate results with DHV/MRC System Administrators to help them plan and develop training programs. The survey should take approximately 10 minutes to complete. We ask you to please go to

<https://www.surveymonkey.com/s/MCHVN5C>

and complete the survey by February 14, 2014.

DHV/MRC System Administrators are being asked to complete a separate survey.

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System Administrator

Coming Events

Mark your Calendar

Quarterly DHV Drills

- January 8
- April 2
- July 2
- October 1&2



January February March April May June July August September October November December

Quarterly DHV System Administrator Drills:

The next Quarterly Drill will be January 8, 2014.

Participation in these DHV System drills is important. Your participation at the local level can improve your preparation for response to an actual emergency situation. DHV and MRC System Administrators will gain valuable experience using the DHV system during these drills.

In order to synchronize the DHV Quarterly Drill schedule with the annual Autumn Charge Exercise. The DHV Quarterly Drill schedule for 2014 is as follows:

January 8

April 2

July 2

October 1 and 2 (Autumn Charge V)

DHV/MRC System Administrator User Group Call:

The next call will be January 15, 2014 10:00 am to 12:00 noon. (These calls are designed for current DHV / MRC System Administrators only.)

The DHV/MRC User Group webinar calls are normally scheduled after the quarterly drills. The scheduled dates for 2014 are:

January 15

April 16

July 16

October 15

System Administrators, please add these dates to your schedule. If you have any questions, please feel free to contact dhv@healthcarevolunteers.ca.gov.

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California Hospital Association Conference

California Hospital Association Conference - Disaster Planning for Hospitals



EMSA staff attended the annual California Hospital Association's Disaster Planning for Hospitals Conference September 23-25, 2013. EMSA staffed a DHV recruitment booth through the courtesy of CHA. This past year's conference saw a higher number of registrations than normal. EMSA would like to thank CHA for this opportunity.

The conference provided the opportunity for hospital and health system emergency preparedness coordinators and others to hear from nationally known speakers and about current emergency preparedness topics.

This year's conference highlights include: Boston Marathon bombing response and recovery; lessons learned from recent local and national crises, including the Asiana plane crash and Hurricane Sandy.

For details, please see CHA website at : <http://www.calhospital.org/disaster-planning>

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Autumn Charge IV

Autumn Charge IV, October 15th and 16th 2013

On October 15 and 16, 2013, the California EMS Authority (Response Personnel Unit staff) along with 28 county and MRC units participated in the Autumn Charge IV Exercise. This is a multi-state exercise for Intermedix clients using their ESAR-VHP software. A total of 37 states use the Intermedix ESAR-VHP CORES platform. California uses the CORES software in the Disaster Healthcare Volunteers Program (DHV). The exercise was designed, developed, and conducted by the software vendor, Intermedix, at no cost to the client states. It was conducted in two separate two-day sessions. A total of 19 states participated in this year's exercise.



What are the expectations?

The exercise ran from 10:00 a.m. PST on October 15th to 10:00 a.m. PST on October 16th. Players were NOT expected to be available for the entire 24-hour period. The beginning of the exercise required the majority of time and attention.

Players were expected to use Disaster Healthcare Volunteers (DHV) to:

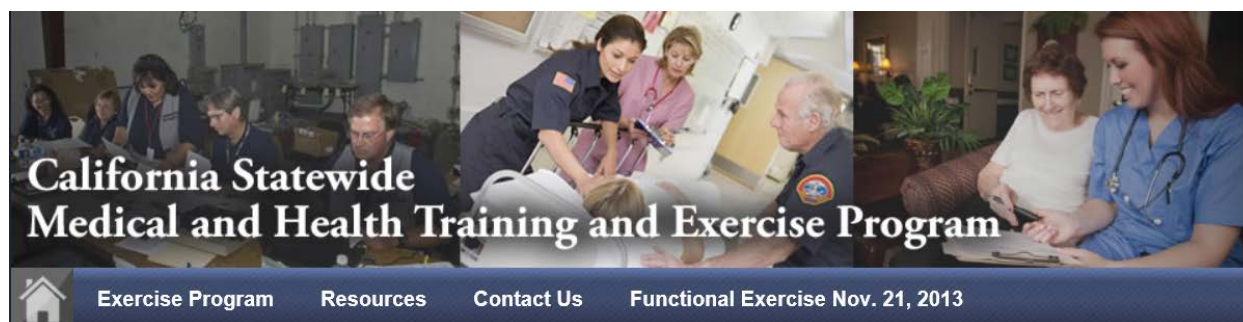
- Create a mission within a designated timeframe.
- Create a deployment group(s) within a designated timeframe.
- Process availability responses and assign responders for deployment.
- Request availability to participate from responders.
- Responders were NOT asked to physically deploy.



The exercise provides DHV System Administrators the opportunity to practice skills using the system to notify, request, and roster volunteers for a simulated mission. It also provides EMS Authority staff the opportunity to practice interstate communications regarding ESAR-VHP deployment of volunteers.

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Statewide Medical Health Exercise, November 21st, 2013



November 21, 2013 was the annual Statewide Medical Health Exercise sponsored by the California Department of Public Health (CDPH) and the California Emergency Medical Services Authority (EMSA). Both CDPH and EMSA provided staff to their Medical Health Coordination Center for the exercise, where Operational Area Medical and Health Situation Reports were received along with simulated medical resource requests.

This year's exercise focused on the Homeland Security Target Capabilities of Medical Surge, Communication, Emergency Operations Center Management, Emergency Public Information and Warning, and Public Health Epidemiological Surveillance. The exercise scenario was a foodborne disease outbreak.

For details, please visit: <http://www.californiamedicalhealthexercise.com/>

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Disaster Training Opportunities

California is fortunate that more than 20,000 volunteer healthcare professionals have registered on the DHV System. These volunteers can be notified and given opportunities to serve in critical healthcare positions if and when a disaster strikes in our state. Since you are one of those who have made the commitment to register as a potential volunteer you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are a Medical Reserve Corps (MRC) member, your MRC Unit may already have included these introductory training opportunities as a requirement for active membership and we salute you for the training and preparation you are doing. These training opportunities are invaluable to orient and guide you in your participation in a disaster operation.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation but we know that the training is easy to follow and gives you valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment. In this edition of the DHV Journal, we are describing information about a course that introduces you to the National Response Framework.

IS-800.B: National Response Framework, An Introduction

Course Length: 3 hours

Prerequisites: None

Available CEUs: 0.3

Audience: This course is intended for government executives, private-sector and nongovernmental organization (NGO) leaders, and emergency management practitioners. This includes senior elected and appointed leaders, such as Federal department or agency heads, State Governors, mayors, tribal leaders, and city or county officials – those who have a responsibility to provide for effective response.

Course Overview:

The course introduces participants to the concepts and principles of the National Response Framework.

The Emergency Management Institute (EMI) developed its ICS courses collaboratively with:

- National Wildfire Coordinating Group (NWCG)
- U.S. Department of Agriculture
- United States Fire Administration's National Fire Programs Branch

EMI offers independent study courses on a variety of emergency management topics and can be a good source for educational materials.

To learn more about this training class and many other training opportunities, visit **FEMA's Emergency Management Institute's** website: <http://www.training.fema.gov/EMI/>

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DHV “User Tips”

Respond to a DHV system message

There are three ways to respond to a DHV system message.

1. If you open DHV email in a computer or in a smart phone, click on the response option directly. (see example)

Example for #1: Respond to a DHV email

You are receiving this message as a notification drill for part of California's Great Shake Out exercise today. The Disaster Healthcare Volunteers, (DHV), system could be used to notify you in the event of a major emergency incident. You could also receive instructions about reporting to work via the DHV Program. Please update your DHV profiles any time that your contact information changes.

Please respond to this message using the option response # below.

Thank you,
Patrick Lynch
Manager, Response Personnel Unit

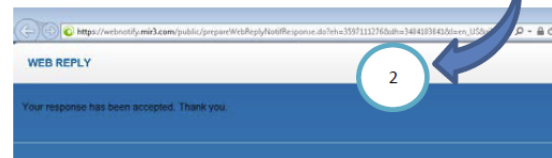
This is a drill.

You may respond by doing one of the following:

- Select a single response below by clicking on the desired Response text.
- Call +18662407855 and use Notification ID 4054339673
- Reply to this email with the correct number to your response on the top line within the body of the email, e.g., 1 for indicating that I wish to use response option 1.

Option# Response:

1. [I have received this message and have reviewed and updated my information.](#)
2. [I have received this message and need assistance with my D H V account.](#)



2. Login in the DHV system and check your messages, click on the inbox and open the message to which you wish to respond

Example for #2: Respond to a DHV messages



3. If you get a DHV voice message at your phone. Call 1-866-240-7855. And use the Notification ID number provided in the voicemail message. (Be prepared to write down this 10 digit Notification ID number when you are listen to the voicemail.)

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DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. And in these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication, and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California Emergency Medical Services Authority in partnership with the California Department of Public Health. DHV volunteers include healthcare professionals, (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov

America's Health Volunteers





Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that when your information changes you take a moment to update your DHV System information. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take just a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits. Have you forgotten your password? Just click on "forgot password" on the DHV welcome page and we will issue you a new temporary password.

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The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteer System administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV System.



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